

918

December 3, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Roanoke, West Virginia which is located in Lewis County. Centrally located in our state and a short drive to Clarksburg and Fairmont, Lewis County serves as a residential hub for many of our state's hard-working citizens. Furthermore, Lewis County is a recreational destination as the home of Stonewall Jackson Lake State Park. The park's centerpiece, Stonewall Jackson Lake, is a flood control project of the United States Army Corps of Engineers.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the OpenSpeedTest Speed Testing Application on a personal computer to test their fixed broadband service from Frontier, my office received the following speed results in Roanoke:

- 2.29mbps down/ 0.81mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Roanoke depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (38.9127, -80.4365)  
Address: 12717 US Hwy 19 South  
Roanoke, WV 26447

[Hide Speed Test](#)



↓ DOWNLOAD

**2.29**  
Mbps

↻ JITTER

**0**  
Ms

↻ PING

**52.0**  
Ms

↑ UPLOAD

**0.81**  
Mbps

Oct 23 2019 11:50 PM UTC

[openspeedtest.com/results/32551884](https://openspeedtest.com/results/32551884)

  
Server  
Newport Coast



  
Carrier  
Frontier Communications Solutions

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I have received correspondence from a constituent in Wellsburg, West Virginia which is located in Brooke County. Located in the Northern Panhandle and within close proximity of three metropolitan areas, Brooke County serves as a gateway to our state. Beyond its present day importance, Brooke County has major historical significance as it was one of the original counties to send elected officials to develop the West Virginia constitution.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the HighSpeedInternet Speed Testing Application on an iPhone XR to test their fixed broadband service from Blue Devil Cable Service, my office received the following speed results in Wellsburg:

- 5.01mbps down/ 1.89mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Wellsburg depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (40.293500, -80.564677)

Address: 1399 Northview Rd

Wellsburg, WV 26070



Download Speed

**5.01 Mbps**

Upload Speed

**1.89 Mbps**

Share Your Speed Test Results    

Details  Restart Tests 

## Not fast enough?

View speeds and providers in your area.



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I have received correspondence from a constituent in French Creek, West Virginia which is located in Upshur County, home to a multitude of farming, fishing and hunting areas. Upshur County is an attractive tourist destination due to its number of Civil War sites, the West Virginia Wildlife Center, and its outdoor recreation facilities. Outside of the tourism industry, Upshur County serves as an educational center in our state as it is home to West Virginia Wesleyan University.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Ookla Speed Testing Application on an Apple iMac to test their fixed broadband service from Frontier, my office received the following speed results in French Creek:

- 0.78mbps down/ 0.60mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like French Creek depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (38.8429123, -80.2448884)

Address: 6201 Alton Rd

French Creek, WV 26218

The screenshot displays a speed test interface with the following elements:

- Performance Metrics:**
  - PING ms:** 163
  - DOWNLOAD Mbps:** 0.78
  - UPLOAD Mbps:** 0.60
- Connections List:**
  - Multi
  - Sprint
  - Pittsburgh, PA
  - [Change Server](#)
  - Frontier
  - 184.15.59.104
- Recommendation Scale:**
  - Question: **HOW LIKELY IS IT THAT YOU WOULD RECOMMEND FRONTIER TO A FRIEND OR COLLEAGUE?**
  - Scale: 0 to 10
  - Labels: "Not at all likely" (at 0) and "Extremely Likely" (at 10)
- GO Button:** A circular button with the text "GO" is located on the left side of the interface.

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Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Hedgesville, West Virginia which is located in Berkeley County. Nestled in the Eastern Panhandle near Washington, D.C., Hagerstown, MD, and the C&O National Park, Berkeley County is one of the fastest growing areas in West Virginia. Part of the educational future of our state lies here with schools like James Rumsey Technical Institute. And all of this is without mentioning Martinsburg, the "Gateway to the Shenandoah Valley" home to the Apollo Theatre, Adam Stephen House, the Apple Harvest Festival and numerous historic and recreational sites.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the SpeedTest.org Speed Testing Application on an iPhone 6s to test their mobile broadband service from Verizon, my office received the following speed results in Hedgesville:

- 5.26mbps down/ 0.48mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Hedgesville depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



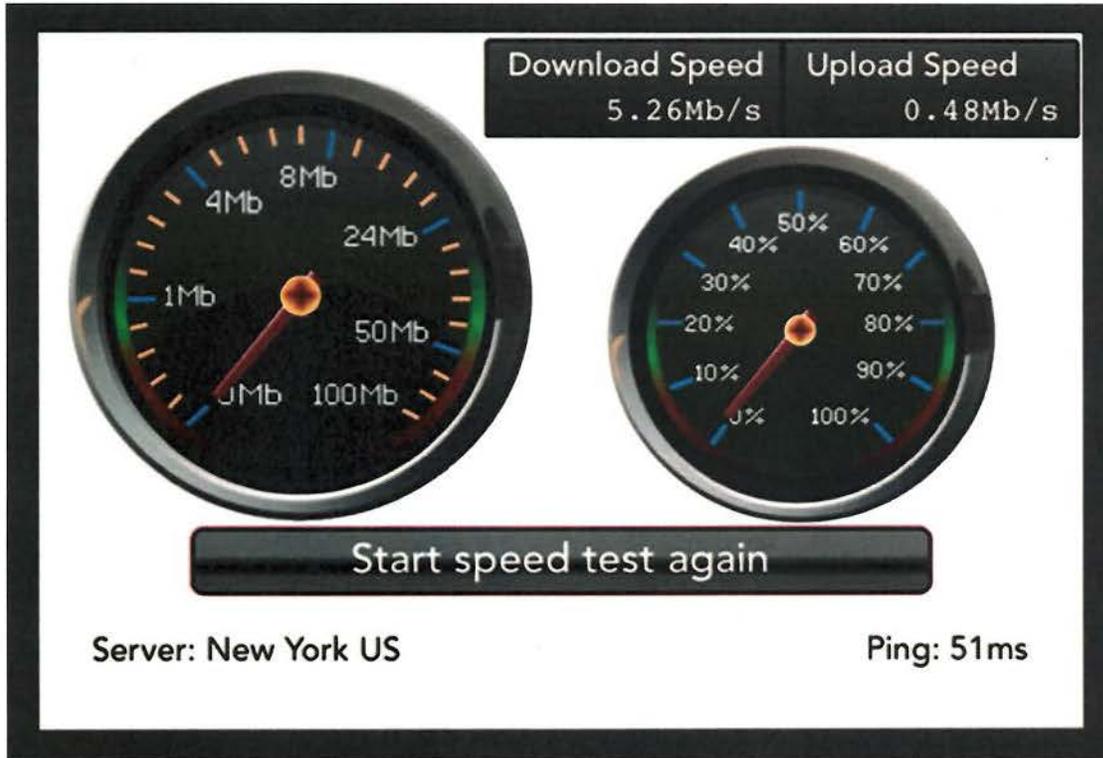
Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (39.557487, -78.036235)

Address: 7475 Hedgesville Rd

Hedgesville, WV 25427



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Chairman  
Federal Communications Commission  
445 12th Street SW  
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I have received correspondence from a constituent in Burnsville, West Virginia which is located in Braxton County. Located in Central West Virginia, Braxton County serves a recreational hotspot for our state as it houses Burnsville Lake, Bulltown Historic Area and Bee Run Recreation Area. Recently, Braxton County has become a popular cultural destination due to its county seat, Sutton, being featured in the popular video game series, "Fallout." These are two factors that have made Braxton County a tourist destination throughout all of Appalachia.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Google Speed Testing Application on an iPhone 7 to test their fixed broadband service from Frontier, my office received the following speed results in Burnsville:

- 1.17mbps down/ 0.33mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Burnsville depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



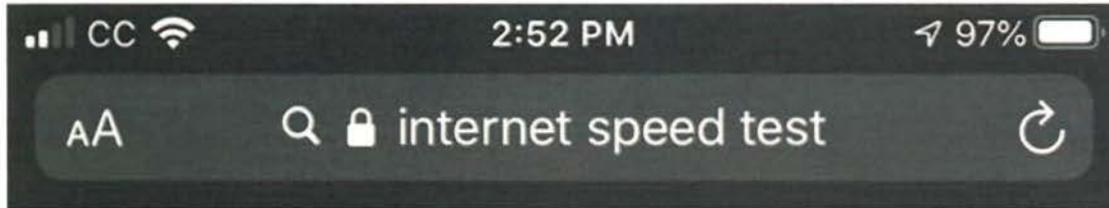
Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (38.878947, -80.633044)

Address: 1593 Dumpling Run Rd

Burnsville, WV 26335



## Internet speed test



1.17  
Mbps download

0.33  
Mbps upload

Latency: 64 ms

Server: Washington, DC

### Your Internet speed is very slow

Your Internet download speed is very slow. Web browsing should work, but videos could load slowly.

[LEARN MORE](#)

[TEST AGAIN](#)

*Feedback*

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I have received correspondence from a constituent in Wellsburg, West Virginia which is located in Brooke County. Located in the Northern Panhandle and within close proximity of three metropolitan areas, Brooke County serves as a gateway to our state. Beyond its present day importance, Brooke County has major historical significance as it was one of the original counties to send elected officials to develop the West Virginia constitution.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Ookla Speed Testing Application on a Samsung Galaxy to test their fixed broadband service from Frontier, my office received the following speed results in Wellsburg:

- 18.8mbps down/ 1.57mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Wellsburg depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



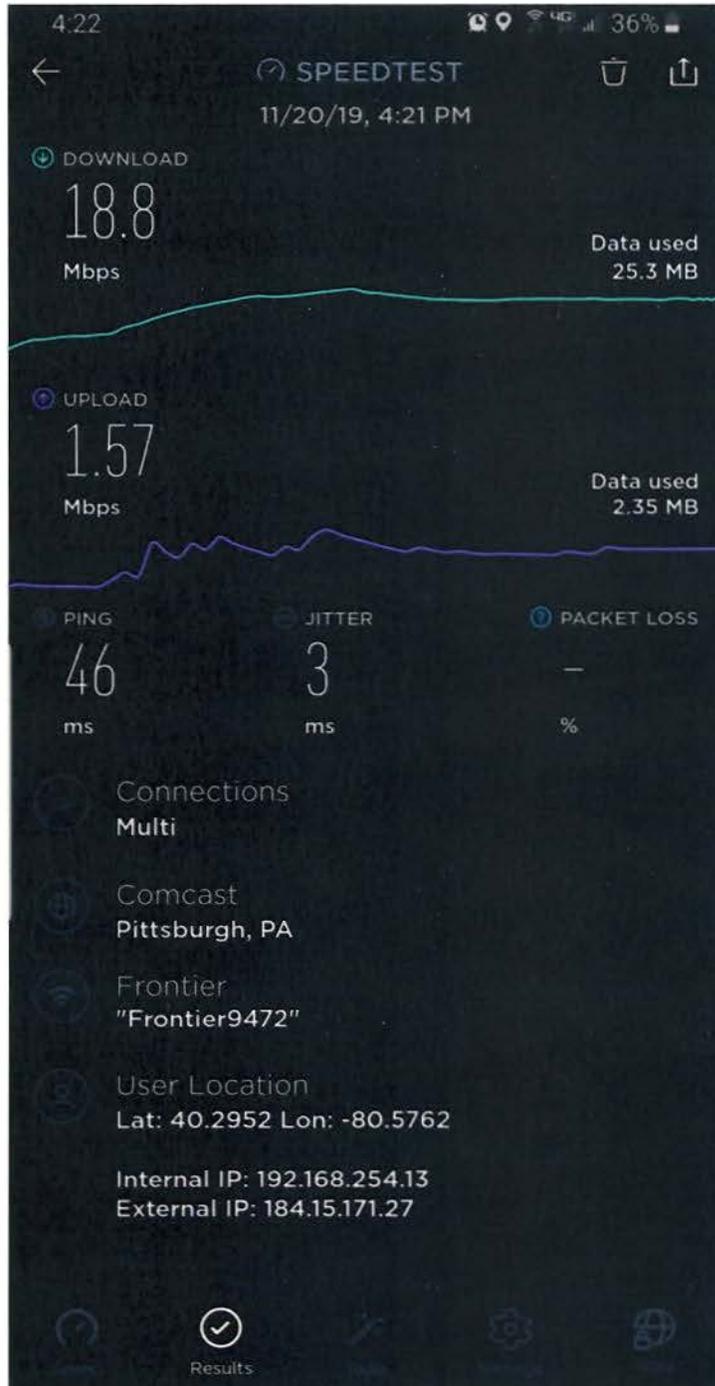
Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (40.295293, -80.576262)

Address: 2068 Northview Rd

Wellsburg, WV 26070



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Federal Communications Commission  
445 12th Street SW  
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I have received correspondence from a constituent in Paw Paw, West Virginia which is located in Morgan County. The local mineral springs has been drawing visitors to the area since the founding of America, and the area remains a popular tourist destination today. Both Cacapon State Park Resort and Coolfont Resort are significant economic drivers for the area. The state park, a popular spot for fishing, hiking, and camping, is also expanding, which will transform the area and bring more visitors to the park.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Ookla Speed Testing Application on a Dell Computer to test their fixed broadband service from Frontier, my office received the following speed results in Paw Paw:

- 5.91mbps down/ 0.55mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Paw Paw depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (39.437996, -78.475143)  
Address: 28 Critton Owl Hollow Rd  
Paw Paw, WV 25434

The screenshot shows the Speedtest website interface. At the top, there is a navigation bar with links for 'Apps', 'Insights', 'Network', 'Developers', 'Enterprise', 'About', and 'Log In'. The main heading is 'SPEEDTEST'. A large 'GO' button is centered on the page. Below it, the 'RESULT HISTORY' section is visible, featuring a 'Filter Results' button and a 'Download' button. A table of test results is displayed, with columns for 'DATE/TIME', 'PING', 'DOWNLOAD', 'UPLOAD', 'DISTANCE', 'LOCATION / SERVER', and 'PROVIDER'. The table contains two rows of data. To the right of the table, there is an 'Export Results' button and a summary of 'Best Results' showing a download speed of 5.91 Mbps and an upload speed of 0.55 Mbps.

**RESULT HISTORY**

1 Download

1 Upload

Best Results

- 5.91 Mbps
- 0.55 Mbps

**INDIVIDUAL RESULTS**

DATE/TIME	PING	DOWNLOAD	UPLOAD	DISTANCE	LOCATION / SERVER	PROVIDER
11/28/2019 1:40 PM	22	5.91	0.55	~50	Ashburn, VA Winbox Communications LLC	Frontier
11/28/2019 11:25 AM	22	5.91	0.55	~50	Leesburg, VA Sprint Broadband	Frontier

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I have received correspondence from a constituent in Ballard, West Virginia which is located in Monroe County. Secluded in the Allegheny Highlands, pastoral Monroe County was named after the founding father, James Monroe and has a rich history that dates back to the creation of our nation. In fact, Thomas Jefferson's studies of fossils at Haynes Cave is said to have founded the science of paleontology. "Old Monroe" relies heavily on agriculture and has attracted a number of artisans, retirees, and knowledge workers.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Ookla Speed Testing Application on a Samsung Note 9 to test their fixed broadband service from Frontier, my office received the following speed results in Ballard:

- 1.47mbps down/ 0.57mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Ballard depend on the promise of universal service, and it is our job to make good on that promise.

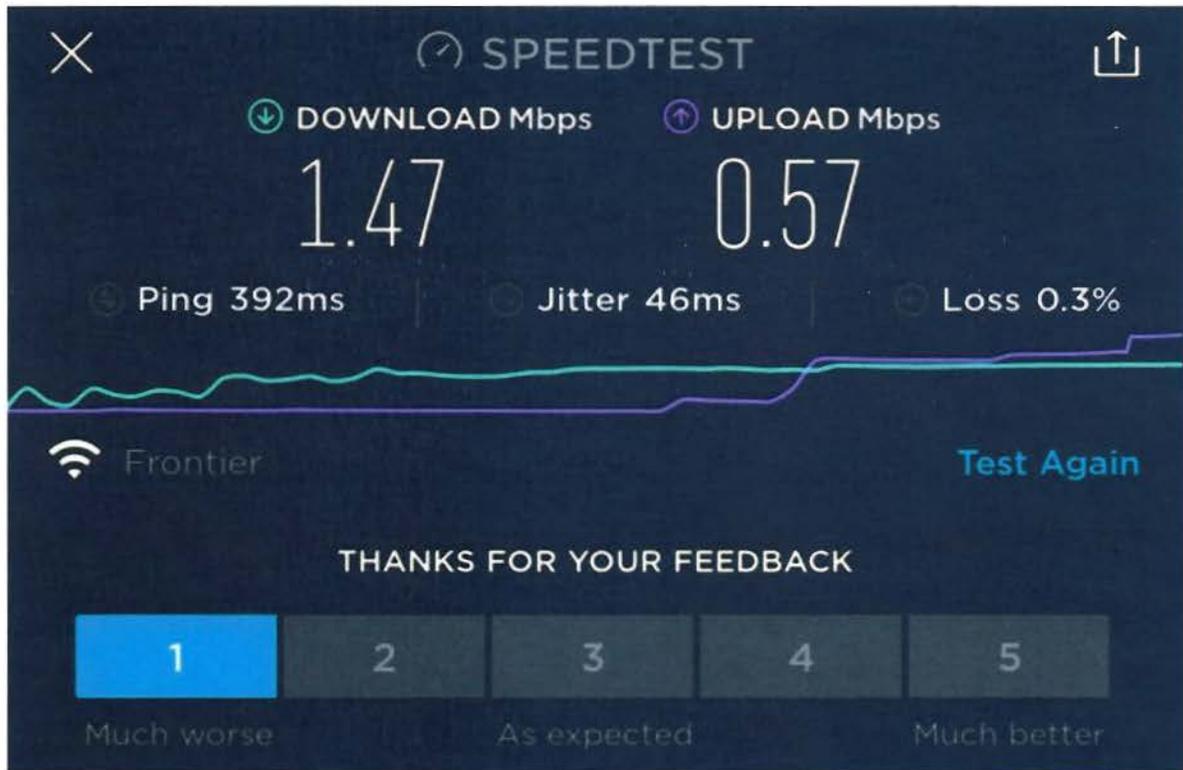
Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (37.473380, -80.766779)  
Address: 1517 Pine Grove Bunker Hill Rd  
Ballard, WV 24918



December 3, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Wellsburg, West Virginia which is located in Brooke County. Located in the Northern Panhandle and within close proximity of three metropolitan areas, Brooke County serves as a gateway to our state. Beyond its present day importance, Brooke County has major historical significance as it was one of the original counties to send elected officials to develop the West Virginia constitution.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Google Speed Testing Application on an Apple iPhone 8 to test their fixed broadband service from Frontier, my office received the following speed results in Wellsburg:

- 6.14mbps down/ 0.65mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Wellsburg depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (40.282342, -80.607355)

Address: 2009 Pleasant Ave  
Wellsburg, WV 26070

Verizon 11:39 PM 98%  
internet speed test

## Internet speed test



6.14

Mbps download

0.65

Mbps upload

Latency: 61 ms

Server: Washington, DC

### Your Internet speed is slow

Your Internet connection should be able to handle one device at a time streaming a video. If multiple devices are using this connection at the same time, you may run into some slowdowns.

[LEARN MORE](#)

[TEST AGAIN](#)

[Feedback](#)

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I have received correspondence from a constituent in Independence, West Virginia which is located in Preston County in the North-Central part of the state. Within its borders resides the Monongahela National Forest, home to Spruce Knob-Seneca Rocks National Recreation Area which boasts some of the best rock climbing on the East Coast. The annual Buckwheat Festival, held in Preston County, celebrates over 75 years of local agriculture and artisan bakeries around the county.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Ookla Speed Testing Application on an Apple iPad to test their fixed broadband service from Frontier, my office received the following speed results in Independence:

- 5.82mbps down/ 0.478mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Independence depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (39.443434, -79.891642)  
Address: 586 Fairview Rd  
Independence, WV 26374

6:15 PM Mon Dec 2

100%

### Test results

All

Wi-Fi

Mobile



November 2019

Test ID: 4485537159  
Nov 23, 2019 at 1:22:16 PM

Test ID: -  
Nov 5, 2019 at 8:23:23 PM

Test ID: -  
Nov 5, 2019 at 5:20:06 PM



5.27  
Mbps

0.478  
Mbps

92  
ms

-

-

-

-

-

681  
ms

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Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Grafton, West Virginia which is located in Taylor County. Taylor County is rich in history, and was a key part of the Baltimore and Ohio Railroad network with Grafton serving as one of America's first railroad towns. Taylor County is also the birthplace of Mother's Day, founded by the "mother of Mother's Day", Anna Jarvis. Manufacturing, government, health care and public utilities are Taylor County's biggest employers today.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Ookla Speed Testing Application on a personal computer to test their fixed broadband service from Frontier, my office received the following speed results in Grafton:

- 0.777mbps down/ 0.321mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Grafton depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (39.308420, -80.036777)  
Address: 1078 Lakeview Dr  
Grafton, WV 26354

December 3, 2019

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Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Cleveland, West Virginia which is located in Webster County. Webster County is home for outdoor recreation and adventures to thousands of tourists every year who come to hunt, hike, and explore the rugged mountain beauty and pure mountain streams. Webster County is also home to the world-renown Woodchopping Festival, which is entering its 56<sup>th</sup> year. Lumberjacks, crafters and entrepreneurs alike all rely on Webster County's unique assets and opportunities.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Frontier Speed Testing Application on an Apple iPhone 8 to test their fixed broadband service from Frontier, my office received the following speed results in Cleveland:

- 0.3mbps down/ 0.4mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Cleveland depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (38.726122, -80.389612)  
Address: 100 Buffalo Run Rd  
Cleveland, WV 26215

6:41



Not Secure speedtest.frontier.com

# Speed Test Tool

Test your high-speed internet connection bandwidth to locations around the US with this interactive broadband speed-test tool.

  
**PING**  
921  
ms  
**JITTER**  
145  
ms  
**DOWNLOAD**  
0.3  
Mbps  
**UPLOAD**  
0.4  
Mbps

- Frontier  
50.110.112.112
- Frontier  
Fort Wayne, IN



Frontier  
Fort Wayne, IN



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While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Marlinton, West Virginia which is located in Pocahontas County. Pocahontas County is truly "Nature's Mountain Playground" and plays an essential role in West Virginia's tourism industry and second-home ownership. Located in the Monongahela and George Washington National Forests, Pocahontas County is the source of eight major rivers, Cranberry Glades, and the home of Snowshoe Mountain Ski Resort. The National Radio Astronomy Observatory at Green Bank is world renown and a source of pride for our state.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the West Virginia Broadband Enhancement Council Speed Testing Application on a personal computer to test their fixed broadband service from Frontier, my office received the following speed results in Marlinton:

- 11.4mbps down/ 0.80mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Marlinton depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (38.219553, -80.085980)

Address: 1207 Sewell Street

Marlinton, WV 24954

West Virginia internet 5 x

http://www.broadband.gov/west-virginia/broadband-speed-test/

Snowshoe Mountain, Frostline.com, Car B, HP, See What's Hot, HP Games, Inbox, HP, Outlook, stephenia, Frostline.com, TripAdvisor, Amazon.com - Onli...

SPEEDTEST

PING: 20

DOWNLOAD: 11.4

JITTER: 15

UPLOAD: 0.8

AGAIN

West Virginia Broadband Enhancement Council

WVNET

COPY LINK

Frontier

West Virginia Broadband Enh...

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December 3, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Buckhannon, West Virginia which is located in Upshur County, home to a multitude of farming, fishing and hunting areas. Upshur County is an attractive tourist destination due to its number of Civil War sites, the West Virginia Wildlife Center, and its outdoor recreation facilities. Outside of the tourism industry, Upshur County serves as an educational center in our state as it is home to West Virginia Wesleyan University.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Ookla Speed Testing Application on a desktop computer to test their fixed broadband service from Suddenlink, my office received the following speed results in Buckhannon:

- 5.59mbps down/ 3.18mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Buckhannon depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (38.9844, -80.2185)  
Address: 123 Randolph Street  
Buckhannon, WV 26201

December 3, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Ballard, West Virginia which is located in Monroe County. Secluded in the Allegheny Highlands, pastoral Monroe County was named after the founding father, James Monroe and has a rich history that dates back to the creation of our nation. In fact, Thomas Jefferson's studies of fossils at Haynes Cave is said to have founded the science of paleontology. "Old Monroe" relies heavily on agriculture and has attracted a number of artisans, retirees, and knowledge workers.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the West Virginia Broadband Enhancement Council Speed Testing Application on an Apple iPhone 8 to test their fixed broadband service from Hughes Net, my office received the following speed results in Ballard:

- 23.7mbps down/ 0.0mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Ballard depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (37.531439, -80.755346)

Address: 1005 Mount Abraham Rd  
Ballard, WV 24918

December 3, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Grantsville, West Virginia which is located in Calhoun County. Home to beautiful towns like Grantsville, the trade and industry center for oil, gas, and lumber operations along the Little Kanawha River, Calhoun County is also rich in livestock and dairy farms and timber operations.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Ookla Speed Testing Application on an Apple iPhone to test their mobile broadband service from Frontier, my office received the following speed results in Grantsville:

- 3.92mbps down/ 0.52mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Grantsville depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (38.9239, -81.0992)

Address: 316 Pine Creek Rd

Grantsville, WV 26147

SHARE Result ID **8760061376** RESULTS SETTINGS

PING ms **51** DOWNLOAD Mbps **3.92** UPLOAD Mbps **0.52**

**GO**

- Connections  
Multi
- Shentel Service Company  
Weston, WV  
[Change Server](#)
- Frontier  
184.15.246.167

HOW DOES THE CUSTOMER SERVICE OF FRONTIER COMPARE WITH YOUR EXPECTATIONS?

1 2 3 4 5  
Much worse As expected Much better

December 3, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Jane Lew, West Virginia which is located in Marion County. Best known for the city of Fairmont, Marion County is and has always been a home for many of us. I, myself, am proud to say that I was born and raised in beautiful Farmington, which is nestled in Marion County. Marion County is also home to Fairmont State University that helps educate and shape the future leaders of our state and nation

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the FCC Speed Testing Application on an Apple iPhone to test their fixed broadband service from Frontier, my office received the following speed results in Jane Lew:

- 16.0mbps down/ 0.965mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Jane Lew depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (39.1054371, -80.4076503)

Address: 47 Division St.

Lane Lew, WV 26378

December 3, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Wellsburg, West Virginia which is located in Brooke County. Located in the Northern Panhandle and within close proximity of three metropolitan areas, Brooke County serves as a gateway to our state. Beyond its present day importance, Brooke County has major historical significance as it was one of the original counties to send elected officials to develop the West Virginia constitution.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Google Speed Testing Application on an Apple iPhone 8 to test their fixed broadband service from Frontier, my office received the following speed results in Wellsburg:

- 0.82mbps down/ 0.41mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Wellsburg depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (40.211389, -80.613753)

Address: Hukill Run Rd  
Wellsburg, WV 26070



6:43 AM



internet speed test

## Internet speed test



0.82

Mbps download

0.41

Mbps upload

Latency: 120 ms

Server: Washington, DC

### Your Internet speed is very slow

Your Internet download speed is very slow. Web browsing should work, but videos could load slowly.

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*Feedback*

December 3, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Hedgesville, West Virginia which is located in Morgan County. The local mineral springs has been drawing visitors to the area since the founding of America, and the area remains a popular tourist destination today. Both Cacapon State Park Resort and Coolfont Resort are significant economic drivers for the area. The state park, a popular spot for fishing, hiking, and camping, is also expanding, which will transform the area and bring more visitors to the park.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Ookla Speed Testing Application on a personal computer to test their fixed broadband service from Frontier, my office received the following speed results in Hedgesville:

- 2.47mbps down/ 0.47mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Hedgesville depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



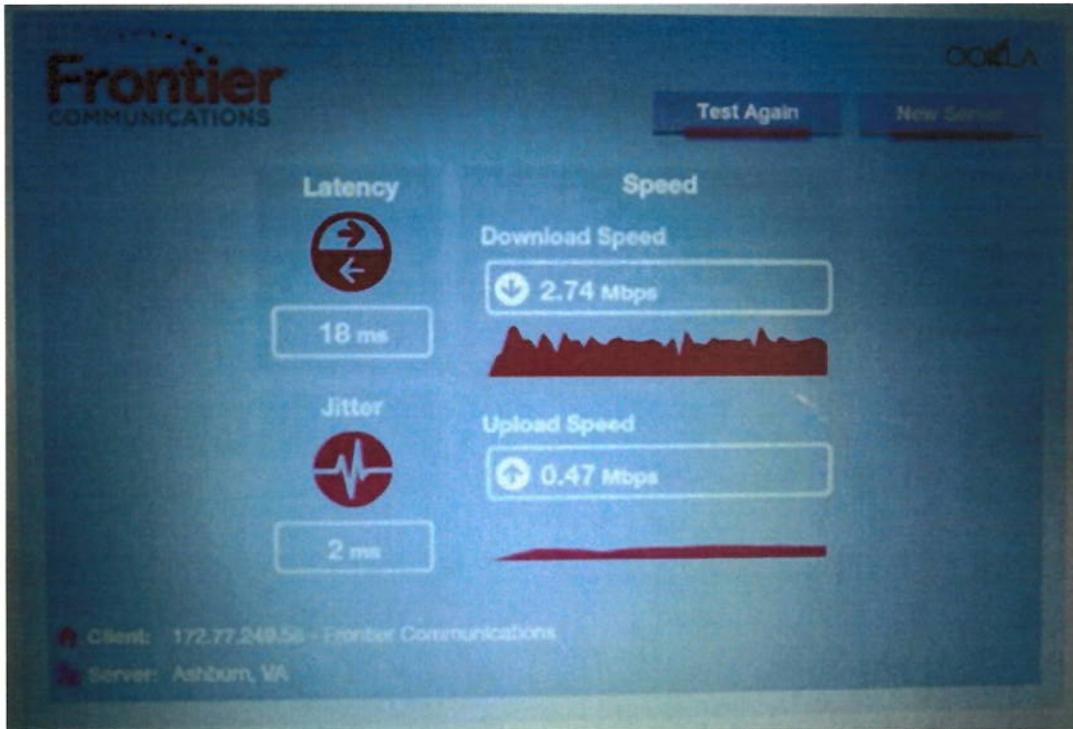
Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (39.624504, -78.077042)

Address: 2541 Fulton Road

Hedgesville, WV 25427



December 3, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Wellsburg, West Virginia which is located in Brooke County. Located in the Northern Panhandle and within close proximity of three metropolitan areas, Brooke County serves as a gateway to our state. Beyond its present day importance, Brooke County has major historical significance as it was one of the original counties to send elected officials to develop the West Virginia constitution.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Google Speed Testing Application on a Samsung Galaxy to test their fixed broadband service from Frontier, my office received the following speed results in Wellsburg:

- 2.48mbps down/ 1.48mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Wellsburg depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (40.283367, -80.610493)

Address: 2017 Charles Street  
Wellsburg, WV 26070

🕒 📶 73% 🔋 4:31 PM

## Internet speed test



2.48

Mbps download

1.48

Mbps upload

Latency: 37 ms

Server: Washington, DC

**Your Internet speed is very slow**

Your Internet download speed is very slow. Web browsing should work, but videos could load slowly.

[LEARN MORE](#)

[TEST AGAIN](#)

[Feedback](#)

December 3, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Marlinton, West Virginia which is located in Pocahontas County. Pocahontas County is truly "Nature's Mountain Playground" and plays an essential role in West Virginia's tourism industry and second-home ownership. Located in the Monongahela and George Washington National Forests, Pocahontas County is the source of eight major rivers, Cranberry Glades, and the home of Snowshoe Mountain Ski Resort. The National Radio Astronomy Observatory at Green Bank is world renown and a source of pride for our state.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Ookla Speed Testing Application on an Apple iPad to test their fixed broadband service from Frontier, my office received the following speed results in Marlinton:

- 2.95mbps down/ 0.70mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Marlinton depend on the promise of universal service, and it is our job to make good on that promise.

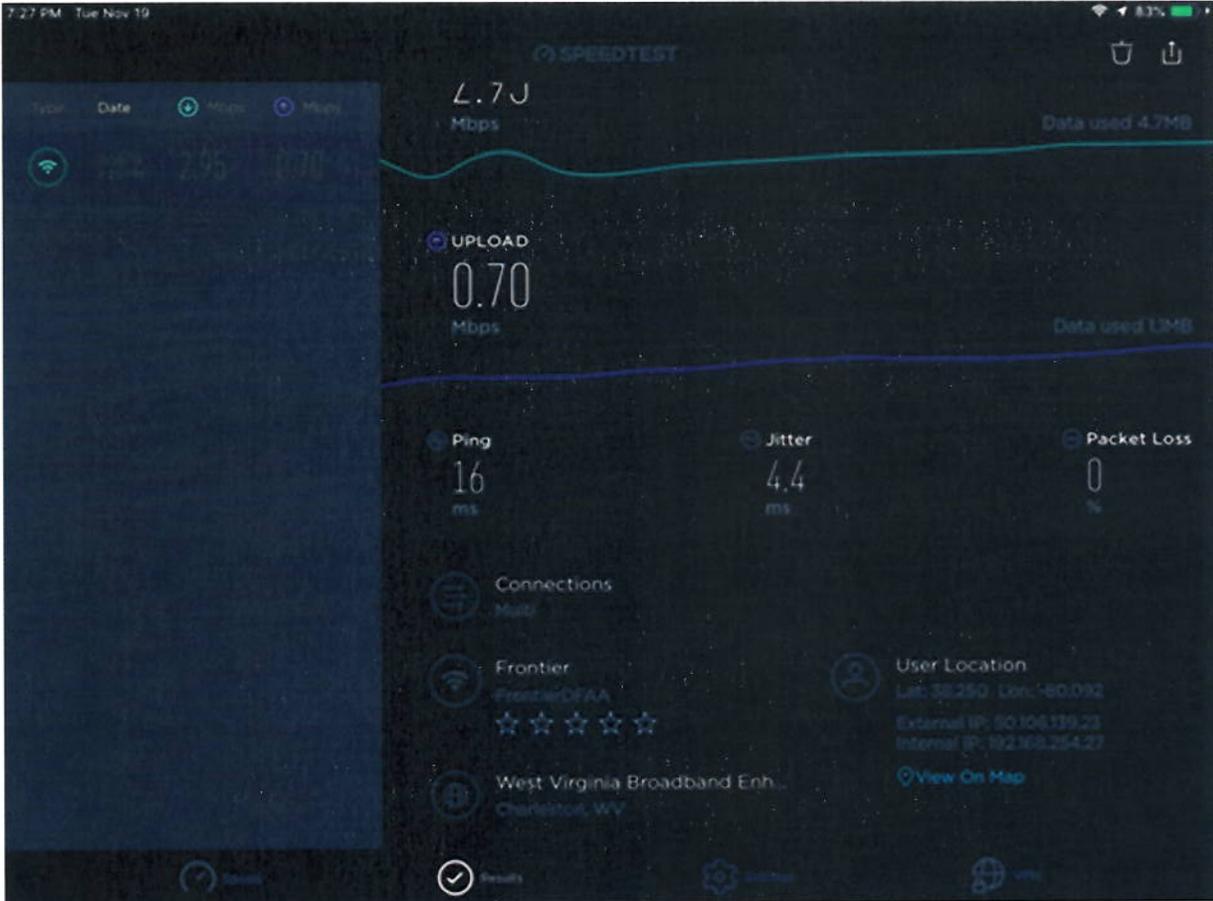
Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (38.251016, -80.089980)  
Address: 477 Old Campbelltown Rd  
Marlinton, WV 24954



December 3, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Spencer, West Virginia which is located in Roane County. In 1856, Virginia General Assembly created the county and named it after the jurist Spencer Roane. Centrally located, the county is within 250 miles of eight metropolitan areas and provides companies with unique opportunities to access major markets. The Artists' Colony also serves as a haven for local artists to display, sell, and collaborate on art projects throughout the state.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Google Speed Testing Application on a Samsung Galaxy J3 to test their fixed broadband service from Hughes Net Gen 5, my office received the following speed results in Spencer:

- 1.08mbps down/ 1.93mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Spencer depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (38.779153, -81.395936)

Address: 117 Lion Fork Rd

Spencer, WV 25276

43° 

  47%  5:51 PM

## Internet speed test



1.08

Mbps download

1.93

Mbps upload

Latency: 44 ms

Server: Washington, DC

### Your Internet speed is very slow

Your Internet download speed is very slow. Web browsing should work, but videos could load slowly.

[LEARN MORE](#)

[TEST AGAIN](#)

December 4, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Crawley, West Virginia which is located in Greenbrier County. Greenbrier County serves as a wonderful gateway to West Virginia, with beautiful and historic towns like Lewisburg and White Sulphur Springs, home of the famous Greenbrier Resort. Founded in 1778, the Greenbrier Resort is a destination for golf, gaming, shopping, and entertainment, bringing thousands each year to West Virginia.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Google Speed Testing Application on an Apple iPhone 7 to test their fixed broadband service from AT&T, my office received the following speed results in Crawley:

- 2.52mbps down/ 0.41mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Crawley depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (37.869132, -80.58216)  
Address: 268 Cheyenne Lane  
Crawley, WV 24931

AT&T

9:55 PM

73%

🔍 🔒 broadband speed test

## Internet speed test



2.52

Mbps download

0.41

Mbps upload

Latency: 91 ms

Server: Washington, DC

### Your Internet speed is very slow

Your Internet download speed is very slow. Web browsing should work, but videos could load slowly.

[LEARN MORE](#)

[TEST AGAIN](#)

December 4, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in West Milford, West Virginia which is located in Harrison County, and is home to bustling towns like Clarksburg and Bridgeport and beautiful communities like Salem. Harrison County is also vital to travel in our state as it contains a major portion of I-79, an important interstate for business and college traffic, and travel to facilities like Clarksburg's Veterans Affairs Medical Center.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Ookla Speed Testing Application on a personal computer to test their fixed broadband service from Frontier, my office received the following speed results in West Milford:

- 0.49mbps down/ 0.32mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like West Milford depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (39.209073, -80.438587)

Address: Buffalo Lake Rd

West Milford, WV 26451

December 4, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Clendenin, West Virginia which is located in Kanawha County. Kanawha County is home to our state's capital, Charleston. Kanawha County is our most populated county and is home to a number of key features that our state relies on such as the University of Charleston and Yeager Airport. It also is an entertainment destination in our state as the West Virginia Power baseball team, the Clay Center and the Charleston Civic Center all call Kanawha County home.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the AT&T Speed Testing Application on an iPhone 8 to test their fixed broadband service from Frontier, my office received the following speed results in Clendenin:

- 4.12mbps down/ 0.84mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Clendenin depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (38.455932, -81.268333)

Address: 1460 Queen Rd  
Clendenin, WV 25045

AT&T Wi-Fi 7:31 PM 87%

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Site24x7.com [OPEN](#)



Download	Upload	Ping
4.12 Mbps	0.84 Mbps	110 ms

< >   

December 4, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Charleston, West Virginia which is located in Kanawha County. Kanawha County is home to our state's capital, Charleston. Kanawha County is our most populated county and is home to a number of key features that our state relies on such as the University of Charleston and Yeager Airport. It also is an entertainment destination in our state as the West Virginia Power baseball team, the Clay Center and the Charleston Civic Center all call Kanawha County home.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Google Speed Testing Application on an HP Computer to test their fixed broadband service from Frontier, my office received the following speed results in Charleston:

- 0.04mbps down/ 0.09mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Charleston depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



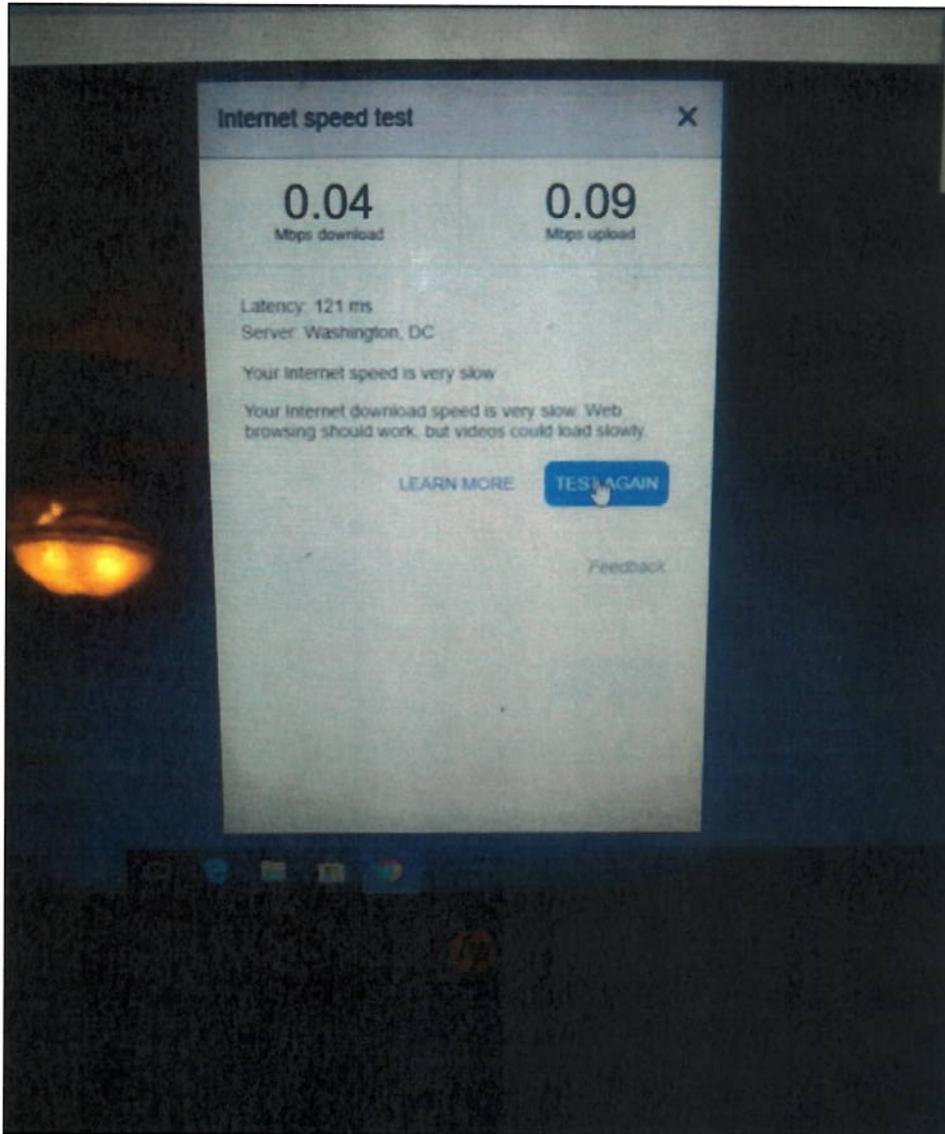
Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (38.380038, -81.546301)

Address: 93 Country Wood Lane

Charleston, WV 25311



December 4, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Weston, West Virginia which is located in Lewis County. Centrally located in our state and a short drive to Clarksburg and Fairmont, Lewis County serves as a residential hub for many of our state's hard-working citizens. Furthermore, Lewis County is a recreational destination as the home of Stonewall Jackson Lake State Park. The park's centerpiece, Stonewall Jackson Lake, is a flood control project of the United States Army Corps of Engineers.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Ookla Speed Testing Application on an HP Probook to test their fixed broadband service from Frontier, my office received the following speed results in Weston:

- 2.44mbps down/ 0.83mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Weston depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



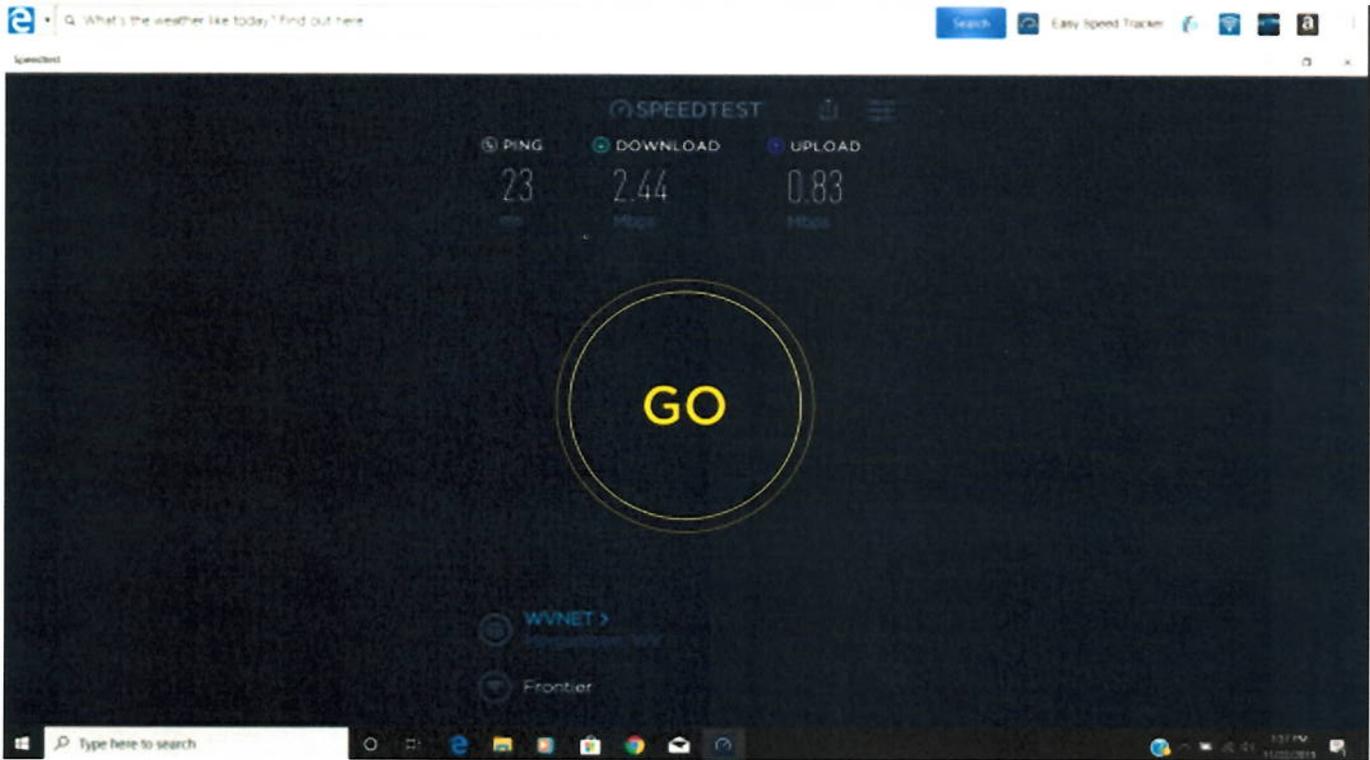
Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (39.029602, -80.472314)

Address: 151 Jackson St

Weston, WV 26452



December 4, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Augusta, West Virginia which is located in Hampshire County. As our state's oldest county, Hampshire County is home to the Potomac Scenic Railroad and Cacapon Mountain. One of the most famous features of Hampshire County is Capon Springs, a medicinal spring where an all-inclusive resort offers golf, fishing, swimming, hiking, and outdoor activities with famous guests including President Franklin Pierce and Daniel Webster.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the West Virginia Broadband Enhancement Council Speed Testing Application on a personal computer to test their fixed broadband service from AT&T, my office received the following speed results in Augusta:

- 4.9mbps down/ 0.1mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Augusta depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



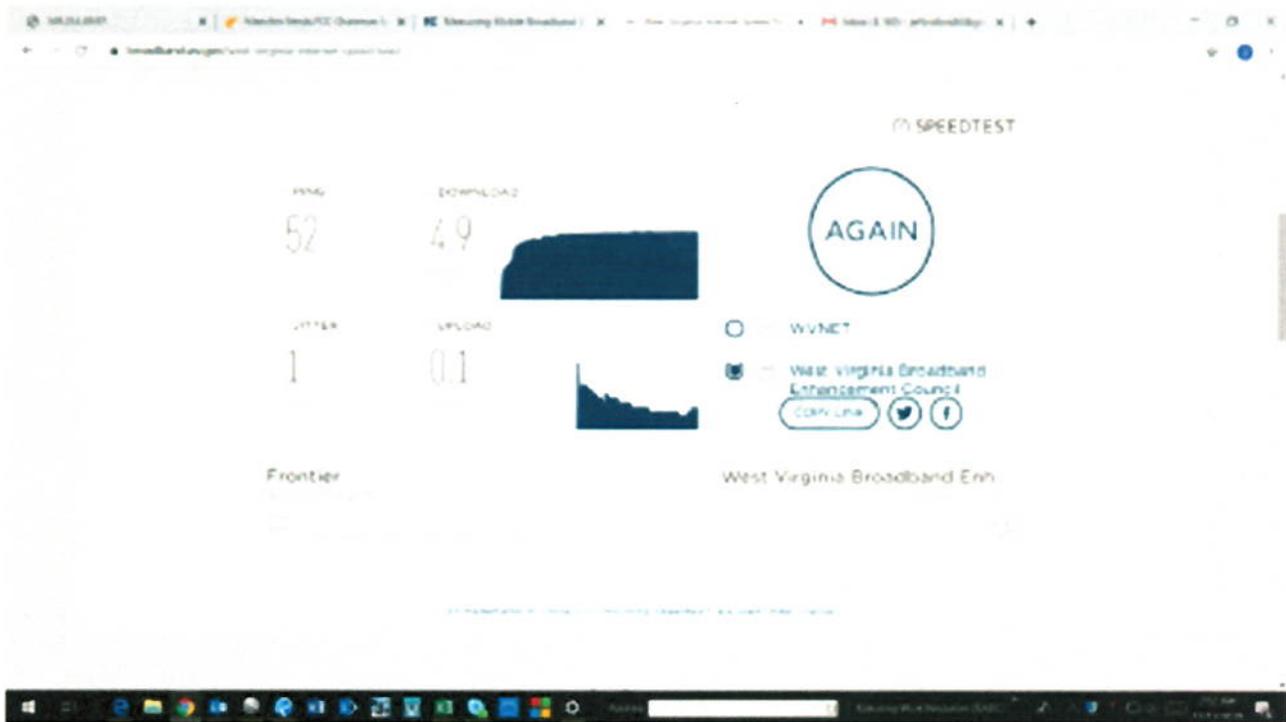
Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (39.322654, -78.542344)

Address: 2238 Hickory Corner Rd

Augusta, WV 26704



December 4, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Clendenin, West Virginia which is located in Kanawha County. Kanawha County is home to our state's capital, Charleston. Kanawha County is our most populated county and is home to a number of key features that our state relies on such as the University of Charleston and Yeager Airport. It also is an entertainment destination in our state as the West Virginia Power baseball team, the Clay Center and the Charleston Civic Center all call Kanawha County home.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Testmy.net Speed Testing Application on an iPhone 8 to test their fixed broadband service from Frontier, my office received the following speed results in Clendenin:

- 10.02mbps down/ 1.25mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Clendenin depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (38.488370, -81.340257)  
Address: 207 Vincent St  
Clendenin, WV 25045

### Speed Test Result Details for ID Gh~aMnVrf

TIP Summary - Minimum :: 7.23 Mbps | Middle :: 9.92 Mbps | Maximum :: 11.52 Mbps

45% middle variance



Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/78.0.3904.97 Safari/537.36

Time	Speed	Provider	Size	User	ConnectID
11:15:19.90910 pm	10.02 Mbps 1.25 MB/s	Frontier	13.9 MB		1680653382104

December 4, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Shepherdstown, West Virginia which is located in Jefferson County, home to the great Harpers Ferry National Historical Park. Harpers Ferry, a popular spot for fishing, hiking, tubing and camping, was the site of John Brown's raid, which served as a catalyst to the start of the American Civil War. Idyllic towns like Charles Town and Shepherdstown provide a historic home for those who work in the Eastern Panhandle or commute to nearby Washington, DC metro area. Jefferson County is one of the fastest growing areas of my state and home to Shepherd University.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Ookla Speed Testing Application on an Apple iPhone 8 to test their fixed broadband service from Frontier, my office received the following speed results in Shepherdstown:

- 3.0mbps down/ 0.32mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Shepherdstown depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



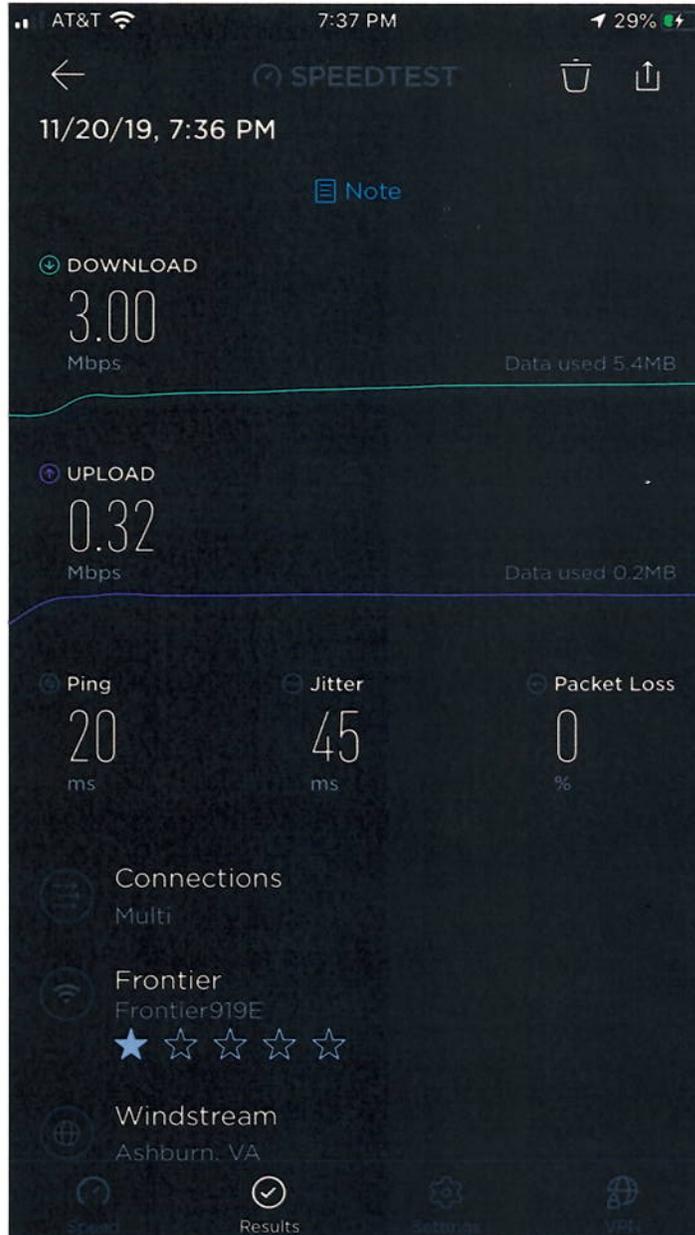
Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (39.492124, -77.785364)

Address: 239 Eagles Bluff Lane

Shepherdstown, WV 25443



December 4, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Elk Garden, West Virginia which is located in Mineral County. Known initially for the mining of iron ore and the bloomer furnaces that encompassed a portion of its landscape, Mineral County has had a hand in the development and discovery of one of the most critical minerals in our country. Despite no longer producing iron, the county has thrived off of its natural gas production as well as its local airport and rail lines.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the West Virginia Broadband Enhancement Council Speed Testing Application on an Apple iPad to test their fixed broadband service from Frontier, my office received the following speed results in Elk Garden:

- 2.5mbps down/ 0.70mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Elk Garden depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (39.309552, -79.216883)

Address: 99 Schell Rd

Elk Garden, WV 26717

## Take the Speed Test

SPEEDTEST

PING DOWNLOAD

34

ms

2.5

Mbps



JITTER UPLOAD

16

ms

0.7

Mbps

- WVNET**  
Morgantown, WV
- West Virginia Broadband Enhancement Council**

[COPY LINK](#)



**Frontier**  
50.110.217.164

**WVNET**  
Morgantown, WV



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## Take the Survey

West Virginia Internet Use Survey

December 4, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Princeton, West Virginia which is located in Mercer County. Mercer County has the highest mean elevation and offers an abundance of natural beauty and history, and is home to Pipestem Resort State Park. As one of our southernmost counties, towns like Bluefield and Princeton, have helped shape the state and the country through their contribution to our nation's energy security.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the West Virginia Broadband Enhancement Council Speed Testing Application on a personal computer to test their fixed broadband service from Frontier, my office received the following speed results in Princeton

- 1.7mbps down/ 0.40mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Princeton depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (37.364379, -81.109497)

Address: 134 Olive St

Princeton, WV 24740

🔄 SPEEDTEST

🔄 PING

184

ms

🔄 DOWNLOAD

1.7

Mbps



🔄 JITTER

1,155

ms

🔄 UPLOAD

0.4

Mbps



🖨️ West Virginia Broadband Enhancement Council

Princeton, WV

🖨️ WVNET

[COPY LINK](#)



**Frontier**

184.15.24.91



**West Virginia Broad...**

Charleston, WV



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December 4, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Wolfe, West Virginia which is located in Mercer County. Mercer County has the highest mean elevation and offers an abundance of natural beauty and history, and is home to Pipestem Resort State Park. As one of our southernmost counties, towns like Bluefield and Princeton, have helped shape the state and the country through their contribution to our nation's energy security.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Google Speed Testing Application on a Samsung Galaxy to test their fixed broadband service from Frontier, my office received the following speed results in Wolfe:

- 0.05mbps down/ 0.1mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Wolfe depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Wolfe, WV 24751

9:00 

   80% 

## Internet speed test



0.05

Mbps download

0.10

Mbps upload

Latency: 185 ms

Server: Washington, DC

**Your Internet speed is very slow**

Your Internet download speed is very slow.  
Web browsing should work, but videos  
could load slowly.

[LEARN MORE](#)

[TEST AGAIN](#)

*Feedback*



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Updates



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Recent



More

December 4, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Green Spring, West Virginia which is located in Hampshire County. As our state's oldest county, Hampshire County is home to the Potomac Scenic Railroad and Cacapon Mountain. One of the most famous features of Hampshire County is Capon Springs, a medicinal spring where an all-inclusive resort offers golf, fishing, swimming, hiking, and outdoor activities with famous guests including President Franklin Pierce and Daniel Webster.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Google Speed Testing Application on a personal computer to test their fixed broadband service from Froniter, my office received the following speed results in Green Spring:

- 1.14mbps down/ 0.16mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Green Spring depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (39.480183, -78.681363)

Address: 856 Millerwood Lane

Green Spring, WV 26722

## Internet speed test



**1.14**

Mbps download

**0.16**

Mbps upload

Latency: **68 ms**

Server: **Washington, DC**

**Your Internet speed is very slow**

**Your Internet download speed is very slow. Web browsing should work, but videos could load slowly.**

[LEARN MORE](#)

[TEST AGAIN](#)

*Feedback*

December 4, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Belle, West Virginia which is located in Kanawha County. Kanawha County is home to our state's capital, Charleston. Kanawha County is our most populated county and is home to a number of key features that our state relies on such as the University of Charleston and Yeager Airport. It also is an entertainment destination in our state as the West Virginia Power baseball team, the Clay Center and the Charleston Civic Center all call Kanawha County home.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the FCC Speed Testing Application on an iPhone 7 to test their fixed broadband service from Suddenlink, my office received the following speed results in Belle:

- 7.88mbps down/ 4.76mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Belle depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (38.230584, -81.537827)

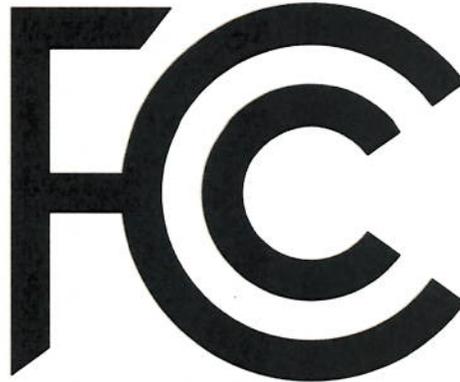
Address: E 9<sup>th</sup> Street  
Belle, WV 25015

AT&T

6:17 PM

38%

Test ID: 2840010003



Network tested

BriannaandBrooke



Upload

4.76 Mbps



Download

7.88 Mbps



Latency

54.7 ms



Jitter

2.01 ms

Restart tests



Test



Results



Menu

December 4, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Bridgeport, West Virginia which is located in Harrison County, and is home to bustling towns like Clarksburg and Bridgeport and beautiful communities like Salem. Harrison County is also vital to travel in our state as it contains a major portion of I-79, an important interstate for business and college traffic, and travel to facilities like Clarksburg's Veterans Affairs Medical Center.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Ookla Speed Testing Application on an Apple iPhone 7 to test their mobile broadband service from Cricket Wireless, my office received the following speed results in Bridgeport:

- 1.80mbps down/ 0.63mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Bridgeport depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (39.296031, -80.174280)

Address: 407 AFG Road

Bridgeport, WV 26330

cricket LTE 7:43 PM 38%

AA speedtest.net

SPEEDTEST

PING	DOWNLOAD	UPLOAD
39	1.80	0.63
ms	Mbps	Mbps

Connections  
Multi

WVNET  
Morgantown, WV

Frontier  
★★★★☆

Device  
iPhone 7

Share

10/23/2019 11:41 PM  
Result ID 3513299579

Take a Speedtest

Compare your own result

December 4, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Bluefield, West Virginia which is located in Mercer County. Mercer County has the highest mean elevation and offers an abundance of natural beauty and history, and is home to Pipestem Resort State Park. As one of our southernmost counties, towns like Bluefield and Princeton, have helped shape the state and the country through their contribution to our nation's energy security.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Ooakla Speed Testing Application on a Samsung Galaxy to test their mobile broadband service from Sprint, my office received the following speed results in Bluefield:

- 1.32mbps down/ 0.48mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Bluefield depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



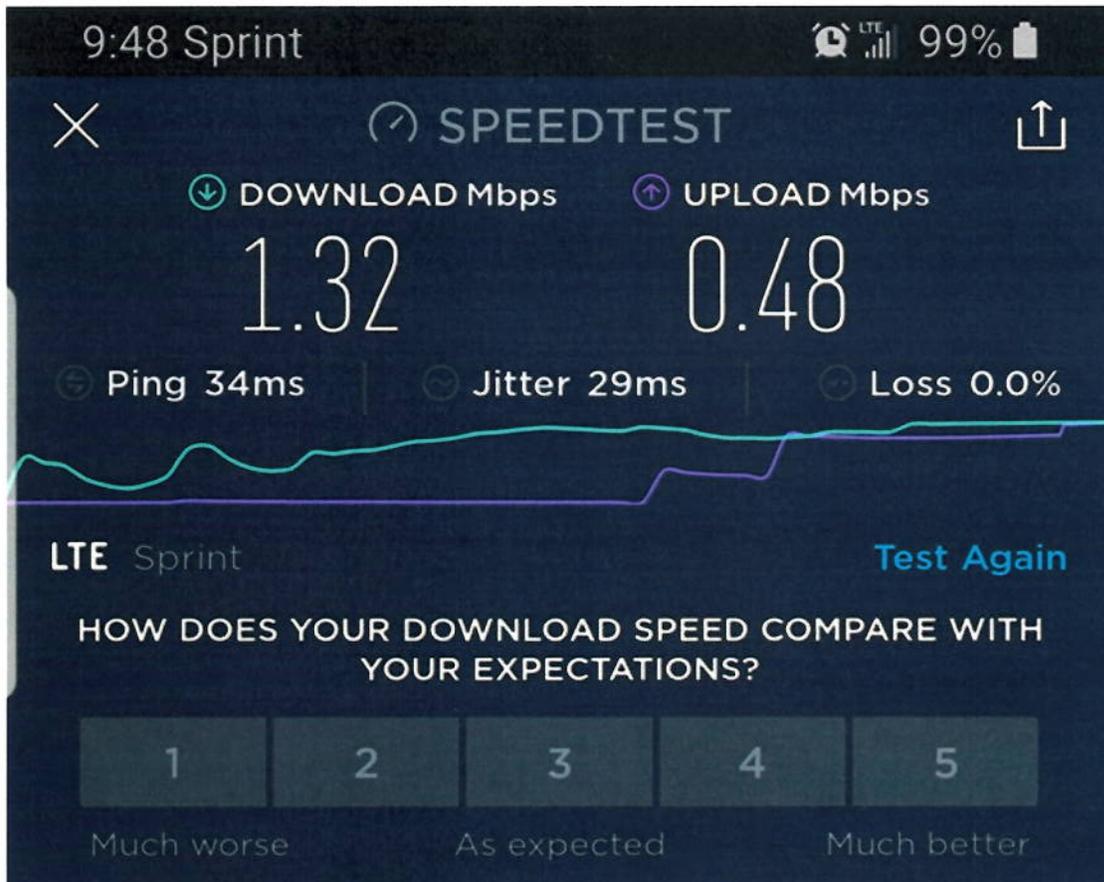
Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (37.252347, -81.228358)

Address: 1808 Dearborn Ave

Bluefield, WV 24701



December 4, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Huntington, West Virginia which is located in Cabell County. Home to Marshall University and Beech Fork State Park, Cabell County plays a critical role in the advancement of our state. Marshall attracts over 14,000 students from around the world, while Cabell-Huntington Hospital serves as an important regional asset for issues like substance use disorder. Cabell County also has a rich industrial history, which draws visitors for glass-blowing, flour mills, and more.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Ookla Speed Testing Application on an Apple iPad Mini 4 to test their fixed broadband service from Frontier, my office received the following speed results in Huntington:

- 8.54mbps down/ 1.59mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Huntington depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (38.405117, -82.359583)

Address: 1476 E Campbell Park Dr  
Huntington, WV 25705

A screenshot of a Speedtest by Ookla interface. The background is dark blue. At the top left, it says 'SPEEDTEST' with a refresh icon and 'by Ookla'. At the top right, it shows the date '11/15/2019' and time '6:16 PM GMT' next to a Wi-Fi signal icon. Below this, there are three columns: 'PING' with a refresh icon, 'DOWNLOAD' with a download icon, and 'UPLOAD' with an upload icon. The ping value is '9 ms', download is '8.54 Mbps', and upload is '1.59 Mbps'. At the bottom, there are three rows of device information: 'DEVICE: iPad mini 4', 'CARRIER: Frontier', and 'HOST: Charleston, WV, ~ 50 mi'.

PING	DOWNLOAD	UPLOAD
9 ms	8.54 Mbps	1.59 Mbps
DEVICE	iPad mini 4	
CARRIER	Frontier	
HOST	Charleston, WV, ~ 50 mi	

December 4, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Panther, West Virginia which is located in McDowell County. It is the southernmost county in the state and is located in the heart of the Pocahontas Coalfields. McDowell County was once the largest producer of coal in the world. Today, the county is known for its rugged terrain, Hatfield-McCoy ATV Trails, and the Elkhorn Creek which is one of the best trout fishing streams in the USA.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Frontier Speed Testing Application on a personal computer to test their fixed broadband service from Frontier, my office received the following speed results in Panther:

- 1.0mbps down/ 0.40mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Panther depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (37.504866, -81.880791)

Address: 1982 Longpole Rd

Panther, WV 24872

**Frontier**

 **SPEEDTEST**

 PING

59

ms

 DOWNLOAD

1.0

Mbps

 JITTER

5

ms

 UPLOAD

0.4

Mbps



**Frontier**

50.110.58.84



**Frontier**

Chicago, IL



December 4, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Princeton, West Virginia which is located in Mercer County. Mercer County has the highest mean elevation and offers an abundance of natural beauty and history, and is home to Pipestem Resort State Park. As one of our southernmost counties, towns like Bluefield and Princeton, have helped shape the state and the country through their contribution to our nation's energy security.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the West Virginia Broadband Enhancement Council Speed Testing Application on a personal computer to test their fixed broadband service from Frontier, my office received the following speed results in Princeton

- 1.6mbps down/ 0.40mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Princeton depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (37.367371, -81.050851)  
Address: 1113 Old Oakvale Rd, Apt #203  
Princeton, WV 24740



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December 4, 2019

The Honorable Ajit Pai  
Chairman  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Fairview, West Virginia which is located in Marion County. Best known for the city of Fairmont, Marion County is and has always been a home for many of us. I, myself, am proud to say that I was born and raised in beautiful Farmington, which is nestled in Marion County. Marion County is also home to Fairmont State University that helps educate and shape the future leaders of our state and nation.

West Virginia is a wonderful place to live with vibrant, caring communities that value connection. However, the lack of broadband access is having a devastating impact on residents' ability to work, learn, and connect in my state. Ironically, the same things that attract people to live and work in my beautiful state – our tall mountains, lush forests, rolling hills and roaring rapids – make broadband deployment astronomically expensive.

Using the Google Speed Testing Application on a Samsung Note 9 to test their fixed broadband service from West Side Telephone Company, my office received the following speed results in Fairview:

- 4.36mbps down/ 0.78mbps up

These numbers are below your agency's definition of broadband. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Fairview depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III  
United States Senator

(Enclosure)

Coordinates: (39.667581, -80.174711)

Address: 777 Memorial Rd

Fairview, WV 26570

## Internet speed test



4.36

Mbps download

0.78

Mbps upload

Latency: 57 ms

Server: Washington, DC

### Your Internet speed is slow

Your Internet connection should be able to handle one device at a time streaming a video. If multiple devices are using this connection at the same time, you may run into some slowdowns.

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*Feedback*